

Telephone Counsellor - Helpline

PURPOSE OF THE POSITION

As the Telephone Counsellor, you will be responsible for providing survivors of Family and Sexual Violence and their families an immediate and comprehensive support package that includes access to information, referral to nearby service providers, personal and confidential crisis or short term counselling at the time of call.

KEY DUTIES

- Provide telephone crisis or short term counselling for survivors of GBV and other clients who call the helpline, guided by the 1-Tok Kaunselin Helpim Lain Minimum Standards.
- Provide information, options and points of referral for other support services where appropriate for survivors e.g. safe houses or sexual health clinics.
- Assess risk and assist survivors where necessary to develop safety plans.
- Provide information and referral to police, legal and medical interventions following recent incidences of violence.
- Liaise with other agencies and individuals to help make changes based on issues raised by survivors.
- Responsible for the provision of a high standard of service delivery while observing professional standards, legislation and confidentiality.
- Keep and maintain records of required and using approved reporting tools.
- Timely completion of intake for all calls received.
- Contribute to quarterly reports as and when required.
- Establish a professional relationship based on trust and respect with clients.
- Ensure compliance with CF policies and procedures.

QUALIFICATIONS & EXPERIENCE

- Tertiary qualifications in Psychology, Counselling, Social Work or other relevant discipline.
- 3 years' experience in counselling.
- Proficiency in English and Tok Pisin is essential and some knowledge of local dialect like Motu would be an advantage.

DESIRABLE

- Experience in working with NGOs in cross-cultural setting.
- Demonstrated ability to manage high stress situations.
- Willingness to participate in extensive training program.
- Ability to work shifts which provides coverage during operational hours 24/7 hours, 365 days per year including public holidays.

Remain alert and responsive to any child safeguarding or sexual exploitation, abuse or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.

SKILLS

- Excellent negotiation and interpersonal skills
- Critical thinking and analytical skills
- Excellent observation and listening skills
- Maintain a high level of confidentiality and credibility
- Non-judgment outlook and willingness to work with all kinds of people
- Adaptable and flexible, driving and responding to change
- Understanding development in country context and child-focused development programs

CHILDFUND AUSTRALIA'S VALUES

Commitment to ChildFund Australia's values –
Respect, Integrity, Collaboration, Change,
Empowerment & Excellence

Department: Program

Location: Project Office, ChildFund Papua New Guinea

Employment: Full-time, Initial two-year employment agreement, with option to extend upon mutual agreement.

Reports to: Senior Counsellor - Helpline

Other Information: Appointment to this position is dependent upon successful completion of criminal background and reference checks.

Please apply at: www.childfund.org.au/work-with-us





ORGANISATIONAL CONTEXT

ChildFund Papua New Guinea is registered local NGO and – an independent and non-religious international development organisation that works to reduce poverty for children in developing communities.

ChildFund Papua New Guinea is part of the ChildFund Alliance – one of the world’s oldest and most experienced child-focused development agencies. With a global network of 11 organisations, the ChildFund Alliance assists more than 14 million children and families in over 60 countries.

ChildFund began work in Papua New Guinea in 1994, and works in partnership with children, their communities and local institutions to create lasting change, respond to humanitarian emergencies and promote children’s rights. Projects are implemented in the Central Province and National Capital District. With a focus on maternal and child health, including TB, immunisation, nutrition and water and sanitation; education through the Child-Friendly School framework; child protection and resilience against family and sexual violence; ChildFund PNG also priorities climate change and disaster preparedness. In 2015, ChildFund PNG established the country’s first ever Family and Sexual Violence Counselling Hotline which operates in Port Moresby and provides national coverage for survivors.

HOW WE VALUE YOUR CONTRIBUTION

Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

Leave

You will have access to 15 days of paid annual leave. You are also entitled to sick leave, maternity leave, parental leave and compassionate leave.

Health Insurance & Bonus

All employees are covered under a Life Insurance Corporation (PNG) Limited. This health insurance cover is also extended to nominated family members depending on staff tenure with the organisation.

Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

OUR VISION: A world without poverty where all children and young people can say: “I am safe. I am educated. I contribute. I have a future”

OUR MISSION: We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

At ChildFund PNG you will be contributing to every child being able to play, learn, and grow.